



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT  
POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Starbucks/Food Services Manager		
<b>JOB CLASSIFICATION:</b>	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential	
	<input checked="" type="checkbox"/> Administrator - Classified	<input type="checkbox"/> Classified	
	<input type="checkbox"/> Faculty		
<b>RANGE:</b>	10		
<b>HOURS PER DAY:</b>	Up to 8		
<b>HOURS PER WEEK:</b>	Up to 40		
<b>MONTHS PER YEAR:</b>	Up to 12		
<b>REPORTS TO:</b>	Food Services Director or designee		

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

The Starbucks/Food Services Manager plans, organizes, directs, coordinates, and supervises the activities and operations of the Shasta College licensed Starbucks store and various other food service activities. The Manager provides a customer-friendly and inviting atmosphere in line with the Starbucks mission and value system. Incumbents regularly analyze data and leverage observations to inform decision making and improve customer experience and store results. Employees in this classification receive minimal supervision within a framework of standard policies and procedures. Employees in this classification train, coordinate, supervise, and formally evaluate the work of assigned employees. This job class exercises responsibility for the planning, assigning, and supervising the work of Starbucks/food services personnel in the preparing and serving of food and beverages to customers. Employees in this classification receive minimal supervision within a framework of standard policies and procedures. This job functions at a full supervisory level, is overtime exempt, and requires effective organization, problem-solving, decision-making skills, and budgetary skills.

**TYPICAL DUTIES**

Essential Functions:

- Plans, organizes, directs, and supervises the activities and operations of the Shasta College licensed Starbucks store to ensure exemplary customer service and operational efficiency.
- Reads, interprets, and applies Starbucks and District food services policies, rules, and regulations to ensure compliance while implementing effective retail practices.
- Serves the District in place of the Director of Food Services, as needed, including at events.
- Effectively uses business forecasting and operational scheduling tools and proactively hires new employees to ensure delivery of excellent customer service consistently.

**POSITION DESCRIPTION****POSITION TITLE: Starbucks/Food Services Manager**

---

- Selects, assigns, trains, supervises, evaluates, counsels, and disciplines direct reporting staff performance; plans, coordinates, and provides appropriate training for Starbucks and food services personnel.
- Plans, develops, and implements a preventive maintenance and replacement program for facilities and equipment.
- Prepares and evaluates sales and customer count reports, collaborates and coordinates with Starbucks's District Manager to take appropriate action to generate and increase revenue and cover operational costs.
- Reads, interprets, and applies safety and sanitation standards in accordance with county health codes and ensures all employees are trained effectively.
- Develops and implements procedures to maintain and monitor inventory levels of foodstuffs and supplies, estimates needed quantities, creates purchase orders, and receives product shipments.
- Assists in developing, coordinating, and administering budget for the Starbucks licensed store, monitors and controls expenditures, analyzes variances, and makes operating forecasts to maximize efficiencies.
- Models excellent customer service skills and trains employees in delivering excellent service to all customers and resolving issues effectively.
- Monitors security of the Starbucks license store area and operations.
- Operates standard office equipment such as copier, calculator, point of sale system, computer, printers, fax, etc.
- Resolves issues effectively, provides accurate reports, and ensures objectives and policies are properly implemented.
- Performs other related duties similar to the above in scope and function as required.

**EMPLOYMENT STANDARDS***Knowledge of:*

- Principles, procedures, practices, and objectives of food services management.
- Quality customer service and food/product merchandising.
- Proper safe and sanitary methods of preparing, cooking, serving, and storing a variety of foods and beverages.
- Use of basic kitchen, food, and beverage preparation machines and utensils
- Budget control development, management, and maintenance.
- Principles and practices of administration, leadership, and supervision, including planning, organizing, assigning and reviewing work, performance appraisals, discipline, and employee selection and development.
- Strong verbal and written communication skills.
- Strong analytic, interpersonal, negotiation, and organizational skills.

**POSITION DESCRIPTION****POSITION TITLE: Starbucks/Food Services Manager**

---

- Computer applications including Microsoft Office and food industry-specific software.
- Proper use and operation of standard office equipment and machines such as point of sale systems, calculators, copiers, fax machines, computers, and printers.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

*Ability to:*

- Train staff effectively on skills and information necessary to deliver the desired Starbucks' customer experience.
- Lead employees in attaining high quality job performance by demonstrating passion for coffee, food, and customers.
- Communicate effectively orally and in writing.
- Act with genuine care for the quality of experience customers receive.
- Exercise tact, diplomacy, and good judgement in all stakeholder interactions.
- Be present and communicate with transparency, dignity, and respect.
- Learn District policies and procedures, Education Code regulations, and apply good judgement in a variety of procedural situations.
- Estimate food and beverage quantities needed and order correct amounts for economical food service results.
- Supervise and instruct employees in proper safety and sanitation procedures.
- Learn, interpret, and successfully apply and carry out a variety of complex directions with limited supervision.
- Perform mathematical calculations efficiently and accurately.
- Establish and maintain efficient record keeping and filing systems and prepare routine reports.
- Organize, prioritize, and accomplish assigned work within established time frames.
- Work effectively and efficiently under pressure.
- Learn from errors, determine appropriate corrective action, and prevent repeated occurrences.
- Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic, and ability backgrounds.
- Work independently with little or no supervision.

**POSITION DESCRIPTION**

**POSITION TITLE: Starbucks/Food Services Manager**

---

**QUALIFICATIONS**

*Education Required:*

- Associates Degree in business management, hospitality, or related area or an equivalent combination of experience and education.

*Experience Required:*

- One year of supervisory experience in preparing and serving food and coffee beverages; ordering of food/beverage supplies; establishing and maintaining a customer-friendly and inviting atmosphere; and maintaining safety and sanitation standards.

**APPROVALS**

Date Created/Revised: 01/2019

Cabinet Reviewed: 01/29/2019

Board Approved: 02/19/2019

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)